

# Organizational Functions

## Executive Director

Robert Quinn, Executive Director



The Executive Director is the PSC's chief operations officer. The Executive Director is responsible for the overall administrative functions and the policy direction of the Staff. The Executive Director also serves as the primary liaison between the Commissioners and the Staff. The Executive Director also oversees the Public Information and Education Department and the PSC's Legislative Coordinator. The Public Information and Education Department develops and distributes press and consumer information on current PSC activities, develops educational pieces for distribution, maintains the PSC Reports, and deals with other media requests. The Legislative Coordinator is the PSC's primary liaison with the Missouri General Assembly and also assists with education and consumer relations activities.

## Adjudication Division

Dale Hardy Roberts, Secretary/Chief Regulatory Law Judge



The Adjudication Division is the PSC's quasi-judicial Division. A staff of eight regulatory law judges handle the cases from the day the case is filed until the day it is finally resolved. New cases go to the Chief Judge who assigns them to himself or to one of the other seven judges. Thereafter, the assigned Judge presides over the hearings, rules on objections and motions, and drafts all orders, as directed by the Commission, for that particular case. The Adjudication Division's Data Center performs the functions of a Clerk of the court in that the Data Center receives all incoming pleadings and issues all Commission orders. In addition, the Data Center stores and preserves the official case files, tariffs and other official documents of the Commission.

## Administration Division

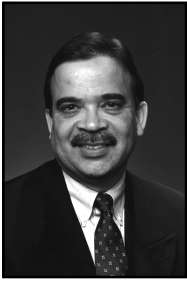
Donna M. Prenger, Director



The Administration Division is responsible for managing the Commission's fiscal, personnel and information resources. This Division oversees budget development, strategic planning, budget and fiscal services, procurement, staff services, consumer services, human resources, payroll, information services and training functions for the agency. Consumer Services, with offices in Jefferson City and St. Louis, is the clearinghouse for all inquiries and complaints received by the PSC. The Consumer Services Department within the division receives, investigates, and responds to consumer complaints to ensure compliance with Commission rules and regulations and utility company tariffs. When a consumer has a utility issue that remains unsatisfactorily resolved after an initial contact with the utility company, the consumer may call the Commission's consumer hotline (1-800-392-4211) for assistance.

## General Counsel

Dana K. Joyce, General Counsel



The Office of the General Counsel represents the Commission and Staff in all matters relating to Missouri utility regulation. Its duties consist of assisting and advising agency staff in preparation of evidence and the filing of legal pleadings, and making appearances and legal arguments before the Commission and state and federal courts and administrative tribunals. The Office provides legal defense of all Commission orders or decisions, and also legal advice, upon request, to the Commission and each Commissioner. As directed or authorized by the Commission, the Office intervenes in related proceedings and prosecutes actions on behalf of the state, representing the Commission in legal actions involving questions under the PSC statutes or other laws, including proceedings before the Federal Energy Regulatory Commission and the Federal Communications Commission.

## Utility Operations Division

Wess Henderson, Director



The Utility Operations Division is comprised of four departments: Telecommunications, Energy, Water and Sewer, and Manufactured Housing. It supports the Commission in meeting its statutory responsibilities by providing technical expertise in energy safety; utility rates, tariffs, rules and regulations; economic analysis; engineering oversight and investigations; and construction inspections. The Manufactured Housing Department is governed by Sections 700.010-700.115 of the Revised Statutes of Missouri. The department is responsible for overseeing the annual registration of dealers and manufacturers of manufactured homes and modular units; prescribing and enforcing uniform construction standards by conducting code inspections; and enforcing tie-down requirements. The division accomplishes its mission by making recommendations to the Commission in the form of expert testimony and formal recommendations.

## Utility Services Division

Robert Schallenberg, Director



The Utility Services Division consists of five departments that support the Commission by providing expertise in the areas of utility accounting, auditing, engineering, finance, management, and natural gas procurement. Division members perform audits, examinations, analysis, and/or reviews of the books and records of the utilities providing service in Missouri. These employees express their conclusions and findings in the form of expert testimony and recommendations filed with the Commission. The Division is also responsible for investigating and responding to consumer complaints and making recommendations to the Commission regarding their resolution.